December 2013 FNS WBSCM Newsletter

Web Based Supply Chain Management

WBSCM News & Updates

EAuthentication 2.0 Upgrade Readiness for WBSCM users

On December 29, 2013 WBSCM is scheduled for a mandatory eAuthentication 2.0 upgrade. Most WBSCM users will not be impacted, however, during testing; a few users were required to change their eAuth account password. In preparation for this upgrade users are requested to verify that they have set up eAuth Security Questions by December 27.

Users who set up eAuth Security Questions are able to change or reset their eAuth account password online at the eAuthentication website (https://www.eauth.usda.gov). These security questions are set up within your eAuth account. The eAuth system then uses these questions to help verify your identification when you attempt a password change.

To update (verify) your eAuth security questions:
1. Log into eAuthentication Identity Manager by going to https://www.eauth.usda.gov and selecting "Update your account" on the left.
2. Enter your eAuth ID and Password and click "Login".
3. Click the "Home" tab on the top left and select "Modify My Security Questions".
4. On the page that follows, select your security questions and provide the answers in the space provided.
5. Click "Submit" in the bottom right corner of the screen.

6. You should see the message "Alert: Your request has been successfully submitted." Select the "OK" button.
7. Exit Identity Manager by either clicking the "Logout" link at the top or by closing your web browser.

For assistance please contact the WBSCM Service Desk via Telephone 877-WBSCM-4U or 877-927-2648 or email: WBSCMhelp@ams.usda.gov.

Supported WBSCM Web Browsers

* WBSCM officially supports Internet Explorer (IE) as the browser client, specifically versions IE6 SP2, IE7, and IE8 (running in "compatibility mode").
* WBSCM does not officially support Internet Explorer version 9 and higher. Even though they can be run in 'compatibility mode', our users have reported issues and inconsistent results while using these versions of IE with WBSCM.
* Users of IE9 and higher should consider downgrading to IE8 should they encounter issues when using WBSCM.
* Other browsers (e.g. Firefox, Google Chrome, Safari, Google/MSN/Bing Bot, etc.) are not officially supported as they may work for some WBSCM functions but not all.

WBSCM Tip

How can I receive recall notifications?

To receive recall notifications, you need the "Recall Contact - External" role. You will then need to update their recall contact preferences by going to the Manage User Profile view (next slide) to set the devices they wish to be contacted on. WBSCM does not default contact preferences so it's the responsibility of the user to set this up.

Note: A recall specialist will not receive notification unless they have the "Recall Contact - External" role.

A full list of FAQs and tips can be found on the FDD Website at http://www.fns.usda.gov/fdd/WBSCM/WBSCM_General.htm

Reminder:

To ensure you receive the latest news and updates, register to receive free E-mail notifications when the WBSCM Homepage has been updated at www.fns.usda.gov/fdd/WBSCM and click the link "Email Updates" .

WBSCM Toolbox Spotlight

Cancelling Previously Created Redistributions

1. Click (the Blue box) beside the redistribution order you want to cancel.
2. Click (the Cancel Redist. button) to cancel your redistribution order
3. Click (the Yes button) to confirm that you want to cancel the redistribution document.
4. A confirmation message indicating that your redistribution credit order (ZRCR) and redistribution order (ZRE) were cancelled is displayed at the top of the screen.

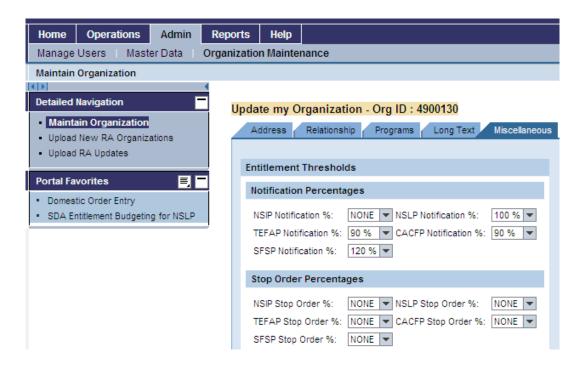Note: You will receive an error if you try to cancel a requisition order (ZREQ) from this screen.

2. Setting Threshold Percentages for RAs

When setting the entitlement threshold percentages for one RA organization, the changes are applied to **ALL** of an SDA's RA's. The threshold percentages are program specific so a percentage needs to be set for each program that the SDA is working with.

A full list of FAQs and tips can be found on the FDD Website at http://www.fns.usda.gov/fdd/WBSCM/WBSCM_General.htm

Useful Links

WBSCM: http://www.usda.gov/wbscm

FDD: http://www.fns.usda.gov/fdd/wbscm

What's Next?

Future Targeted Initiatives

* WBSCM Technical Upgrade

Upcoming Events

Communicate with FNS – questions, concerns, issues

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WBSCM Service Desk

The WBSCM Service Desk contact information is as follows:

Call-in phone number is: 877-WBSCM-4U or 877-927-2648

Email inquiries: WBSCMhelp@ams.usda.gov

Web form link on WBSCM Portal : https://srai.service-now.com. From this link users can access a form and submit it to the WBSCM Service Desk as well as monitor the status of their help ticket. This is a separate application from WBSCM and will require an additional login and password. Users will enter the WBSCM email address as the logon and a password can be created. Using this site is optional.

Hours of Operation: 8:00 AM to 6:00 PM ET

Suggestion Box

Is there something you would like to see in the newsletter? Send your thoughts and comments to ja-karra.nichols@fns.usda.gov